



Benefits Manager

Job Code: 2038

Originated: 07/2006

Salary Grade: 2168

FLSA: Exempt

Revised: New

EEO Code: 21

Supervisory: Yes

HR Ordinance Status: Unclassified

CLASS SUMMARY

The fundamental reason the classification of Benefits Manager exists is to administer, supervise, coordinate, and provide management leadership to the Benefits Division of the Human Resources Department. Technical decision-making is required in the areas of claims processing, payment of benefits, coverage and authorization of health care program services, certification of services, and Health Insurance Portability and Accountability Act (HIPAA) and all levels of compliance and the ability to develop plan designs and workforce communications.

DISTINGUISHING CHARACTERISTICS

This is a stand-alone classification that oversees professional and technical staff responsible for all aspects of the City's Benefits Programs, exercising considerable initiative and independent judgment.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Provides management leadership to develop and foster a strong benefits team charged with the responsibility of operating a progressive and customer service oriented self-funded benefits program.
- Plans, organizes, and directs the staff and activities of the Benefits Division. Prioritizes daily staff assignments, workflow, and employee and provider assistance. Reviews and evaluates subordinates work in progress and upon completion to ensure compliance with City and departmental operating policies and procedures. Manages and monitors the City's benefits program for compliance with Contracts and Plan Document provisions. Researches and recommends the feasibility of new benefit programs to executive management. Works with consultants and purchasing personnel to design Request for Proposal documents, evaluate proposals, and make recommendations to executive management for contract award.
- Provides for a strategic long-term marketing plan regarding all benefits and services. Provides full administrative oversight for the City's Executive Physical Program.

- Oversees the financial management responsibilities of the Benefits Division including budget development. Develops and implements financial training for division staff, works with staff to monitor budget centers, and makes recommendations for streamlining and improvement. Oversees claims processing and monthly claims monitoring. Prepares statistical and narrative reports analyzing program effectiveness and compliance with legal requirements.
- Supervises the accurate and timely processing of all aspects of the City's benefits program; reconciliation and payments to providers, all levels of compliance and enforcement of federal benefits requirements. Responsible for coordinating the design and development of annual open enrollment materials and the execution of the open enrollment process, as well as monitoring of internal work flow, reviews and evaluates work output, methods, and procedures related to this service program. Coordinates with Employee Program staff on all aspects of this program.
- Provides strategic guidance concerning technology planning in support of the City's benefits program and plan design and implementation. Coordinate with other areas of the City to meet all needs in the areas of program development, website, and Payroll interface to support the benefits program.
- Serve as a member of the Human Resources Management Team. Recommend operational policy, develop and initiate long-range plans, enforce and communicate policy decisions in the Division. Prepares comprehensive reports and assist in presentations to the City Council and the Leadership Team concerning operational and/or long-range benefits planning issues. Coordinate ongoing efforts to improve all Benefits Division operations.
- Design and administration of all facets of workforce communication through the use of an Employees Benefits Communication Team. Work in coordination with the Employee Relations efforts of the Human Resources Department on benefits matters affecting the general workforce.
- Implement cross training for all Benefits staff and execute all aspects of succession planning. Prepare performance evaluations for all Benefits Division staff.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Benefits Administration

Human Resource Management

Office Information Systems

Budget Administration

Technology, in particular HRIS

Microsoft Office software such as Word, Excel, and PowerPoint

Ability to:

Accomplish objectives through innovative management techniques, promoting teamwork and continuous improvement.

Demonstrate mutual respect for people at all levels.

Listen and communicate effectively (verbally and in writing) and establish and maintain good working relationships with, co-workers, the general public, and professionals in related fields.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Supervise and administer a comprehensive human resources program requiring the ability to observe, review and check the work of staff members to ensure conformance to standards.

Operate a variety of standard office equipment including a computer terminal, copy and facsimile machines, telephone, and calculator that require continuous and repetitive arm or hand and eye movement.

Education and Experience

Any combination of training, education and experience equivalent to a bachelor's degree in Human Resources, Public or Business Administration, or a related field. Also, a master's degree in a related field is desirable. Extensive professional experience in Human Resources work functions including employee benefits administration with a working knowledge of all legally required guidelines (COBRA, HIPAA, MCSO, QDRO, as well as RHSA's). Three to five years of contract administration experience.

Licensing and Other Requirements

Requires a valid standard Arizona Drivers License with no major driving violations within the last 39 months.

SUPERVISION RECEIVED AND EXERCISED

Work is performed under general direction of the General Manager for Human Resources. This classification manages the work of the entire division and carries out supervisory responsibilities in accordance with the organizations policies and applicable laws.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Operates standard office equipment including a computer requiring continuous and repetitive arm, hand and eye coordination.

Job Title: Benefits Manager

Job Code: 2038

Page 4

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.